



## IEX TotalView Workforce Management TotalView Central

A comprehensive contact center management solution for improving the efficiency and effectiveness of your business

### Benefits:

- Delivers a system designed from the beginning to effectively manage multisite and single site environments
- Offers patented multiskill and multimedia forecasting and scheduling capabilities
- Provides an easy-to-use system with an intuitive menu structure and personalized screen preferences
- Promotes agent empowerment by supplying browser-based access to schedule and performance information
- Enables ease-of-integration with other NICE SmartCenter solutions and third-party applications within an SOA framework

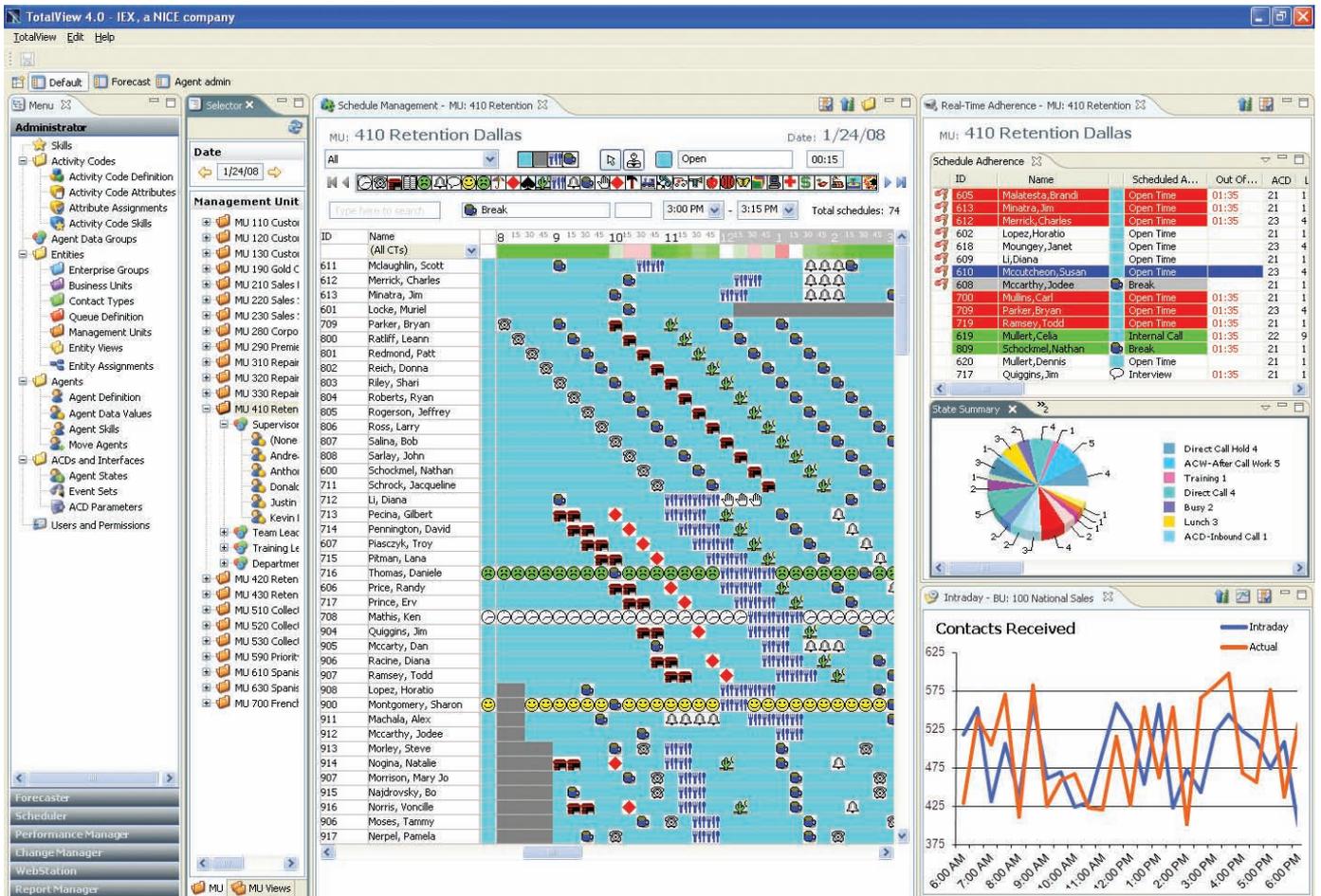
In today's competitive marketplace, you must be able to quickly anticipate your customer's needs and dynamically adjust your service goals to meet expectations. At the same time, you have to keep a watchful eye on the company's bottom line. To effectively balance customer-focused service while meeting cost-driven operational requirements, it takes the right automated workforce management system.

With IEX TotalView, a NICE SmartCenter solution, you'll have a system designed from the beginning to handle the complexities of your center with unmatched flexibility for multisite and single site operations. You can easily determine how and where planning and management functions are handled within the enterprise. Using the system's patented planning tools, you can intelligently allocate workload across sites based on routing methodology, operational hours, agent availability and unique handle times. And these same patented algorithms give you the industry's most accurate multiskill and multichannel management capabilities.

By enhancing performance, improving resource planning, streamlining time-consuming tasks and integrating data between applications, IEX TotalView helps you deliver customer-winning service at the lowest possible operating cost. Whether you handle inbound, outbound or a combination of contacts, run your own operation or use outsourced resources, IEX TotalView provides a solid foundation for effective workforce management. With it, you'll have everything you need to achieve quick and meaningful results: forecasting, planning, scheduling and daily management capabilities.

Insight from Interactions™

**NICE®**



- Drill-down and roll-up capabilities, along with visual aids and charts for at-a-glance views, make it easy to assess any situation – within a site or across sites
- Clean, cascading menu serves as an intuitive site map, allowing you to quickly navigate the system
- Task-based menu structure lets you easily switch between tasks and gain a multidimensional view of the business
- Screen preferences make your personalized screen views available each time you logon

### Accurate Contact Forecasting

You can create accurate forecasts while reducing the amount of time spent working on them. The system's patented, self-adjusting algorithms produce detailed, interval-by-interval projections of contact volumes, handling times and staffing requirements – a week, a month or more in advance. It is easy to automatically identify and apply daily, weekly, monthly or seasonal trends. At the same time, you can automatically exclude anomalous historical data, eliminating the need for manual manipulations.

### Effective Staff Planning and Scheduling

With IEX TotalView, you get fully integrated planning functions that help you create sound plans to achieve near-term and long-range success with ease. That way, you can easily assess the potential impact of changes in contact volumes, service goals, staffing levels or other parameters. Then you can explore the trade-offs involved with the different approaches.

Making changes to your schedules is easy with the IEX TotalView system's icon-based, drag-and-drop schedule management function. With it, you can instantly assess the impact of potential changes and evaluate alternatives. Specialized schedule management functions allow you to streamline routine tasks, like trades. And you can automatically find the best time to schedule or reschedule meetings and training sessions.

### **Proactive Change Management**

At every interval during the day, IEX TotalView automatically updates results and forecasts, providing advance notice of changing conditions and showing the center's ability to meet service targets in upcoming intervals. Whether you need to gather additional resources to help catch up with demand or reallocate underutilized agents, IEX TotalView provides the information you need to make informed decisions.

### **Fast Access to Information**

No matter what role you play in the contact center's success, IEX TotalView puts the information you need within reach. The system's clean, cascading menu serves as an intuitive site map – allowing you to quickly navigate the system. With its task-based menu structure, you can easily switch between tasks and gain a multidimensional view of the business. Whether you're a forecaster, planner, change manager, system analyst or some combination of these and other critical roles, IEX TotalView puts the information you need right at your fingertips.

With IEX TotalView, you gain a consolidated view of multiple entities: enterprise groups, business units, contact types or management units. So you can compare over and under staffing, adherence and performance statistics across groups and/or sites. The system's drill-down and roll-up capabilities, along with its visual aids, make it easy to assess any situation.

Once you've identified the information that's most critical to your task, you can save your screen preferences. So each time you logon to the system, you'll automatically have your preferred screen views available at the click of a button. And depending on the information you want prominently displayed, screen tabs can be minimized or maximized. In fact, you can even combine screen views.

### **Enterprise-Class Reporting**

The IEX TotalView system supports Crystal Reports technology – enabling you to produce reports tailored to your needs. With this enterprise-class reporting package – no matter how complex your calculations – you can easily sort, filter and refresh data, and then present it in a user-friendly, visually appealing manner.

The system saves you time by allowing multiple users to view common reports. For added flexibility, the system allows you to export data into a variety of formats, including: Adobe Acrobat (PDF), Comma Separated Values (CSV) or Rich Text Format (RTF). And since all reports are accessible through the IEX TotalView WebStation feature, they're easily accessible to everyone in the center without having to load any new software.

### **Rich Client Platform**

Feature and software patch deployments are easier than ever before with the system's Rich Client Platform. Instead of downloading a huge executable file onto everyone's desktop, new software can be simply pushed out by the IT team. Since it runs using its own environment, you can successfully avoid conflicts between applications. For features your agents and supervisors use in IEX TotalView WebStation, additional software doesn't even have to be loaded onto their desktop. Access is purely browser-based.

### **Flexible System Architecture**

With IEX TotalView, you can deploy the architecture of your choice: select a single-server for a reduced footprint or a distributed architecture for added flexibility and scalability. The system helps you improve performance through load distribution, achieve better disaster recovery and avoid communication bottlenecks.

IEX TotalView also provides you with the option of selecting either a PostgreSQL or an Oracle database. With either high-performance database option, you'll benefit from fast connectivity and increased data integrity. These database options even support multi-byte languages in addition to the other languages that IEX TotalView already supports – enabling you to operate on a global basis.

### **Ease-of-Integration**

IEX TotalView is based on a service-oriented architecture (SOA), which uses loosely coupled services to enable critical contact center solutions to work in unison through a simplified, common interface. Whether you're using IEX TotalView in conjunction with complementary NICE SmartCenter solutions – performance management, compliance, quality management, interaction analytics, coaching and customer feedback – or other third-party solutions, you'll be assured your technology investments are protected and maximized.

Advanced IEX TotalView features build upon the core capabilities of TotalView Central



### Wide Range of Advanced Features

IEX TotalView Central provides a solid foundation for effective workforce management with its forecasting, scheduling, change management and reporting functions. Building upon these core capabilities, we offer a number of advanced features designed to deliver even greater power and performance to your contact center:

- **Multiskill** - Patented technology with embedded simulation that enables you to realize the full potential of skills-based routing and multiskilled agents.
- **Multimedia** - Integrated forecasting, scheduling and planning for all customer contact media to simplify your service management in a multichannel environment (email, Web chat, etc.).
- **WebStation** - Web-based, thin-client application for agents and supervisors increases productivity and satisfaction by automating time-consuming tasks and allowing access to schedule and performance information.
- **Adherence Suite** - Real-time and historical tracking of agents' adherence to schedules reduces 'wasted' time and improves performance.
- **Time Off Manager** - Offers a comprehensive tool that allows you to automate vacation, holiday and all time off planning as well as online bidding capabilities.
- **Performance Manager** - Integrated performance management system provides you with Web-based dashboards, employee scorecards, performance reports and drill-down analysis features.
- **Outsource Manager** - Extends the benefits of the multisite feature for improved management and oversight of outsourced operations. Receive the benefits of outsourcing, without losing control.
- **SmartSync Exchange** - Easy, trouble-free data exchange with enterprise systems and applications improves your interoperability and streamlines data flow.
- **Outbound Solutions** - Apply workforce management techniques to the outbound environment to improve your staff planning, make more informed decisions and automate time-consuming administrative tasks.

In addition to offering the industry's most comprehensive workforce management solution, we pride ourselves on delivering unsurpassed service quality. The IEX Workforce Management group is focused on providing customer service that helps you realize the full promise of your technology investment. That's why we host the industry's largest workforce management user conference, offer a unique customer advocate program and provide comprehensive training and support.

Join thousands of contact centers all over the world who use the IEX TotalView system to improve planning, enhance performance, streamline tasks and integrate data.

### IEX Workforce Management Group at NICE Systems

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